

LCSA CASE NUMBER:

Date:

This notice is being sent to you to let you know your request for complaint resolution was received by the local child support agency. Your request for complaint resolution was received by the local child support agency on . The local child support agency has 30 days from to respond to you in writing regarding the resolution of your complaint, unless more time is needed to resolve your complaint.

The local child support agency will contact you if more information is needed from you to resolve your complaint. The local child support agency will let you know in writing if additional time is needed to resolve your complaint.

If the local child support agency does not respond to you within 30 days of receiving your complaint, you have the right to request a State Hearing before an Administrative Law Judge. If the local child support agency does not respond to you within 30 days of receiving your complaint and you want to request a State Hearing, you must request a State Hearing within 90 days after you made your complaint to the local child support agency.

If the local child support agency does respond to you within 30 days of receiving your complaint and you are not satisfied with the local child support agency's resolution of your complaint, you have the right to request a State Hearing before an Administrative Law Judge. If you are not satisfied with the local child support agency's resolution of your complaint and you want to request a State Hearing, you must request a State Hearing within 90 days after you received the local child support agency's written complaint response.

You can request a State Hearing in writing by sending the enclosed Request for State Hearing (SH001) form to the State Hearing Office, or you can call the State Hearing Office at 1-(866) 289-4714. The State Hearing Office will let you know the date, time, and place of your State Hearing.

**State Hearings will only be granted for the following issues:**

- An application for child support has been denied or has not been acted upon within the required time frame.
- The child support services case has been acted upon in violation of federal or state law or regulation, or Department of Child Support Services policy letter, including services for the establishment, modification, and enforcement of child support orders and child support accountings.
- Child support collections have not been distributed, or have been distributed or disbursed incorrectly, or the amount of child support arrears, as calculated by the local child support agency is inaccurate.
- The local child support agency's decision to close a child support case.

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**IMPORTANT: The following issues cannot be heard at a State Hearing:**

- Child support issues that must be addressed by motion, order to show cause, or appeal in a court.
- A review of any court order for child support or child support arrears.
- A court order or equivalent determination of paternity.
- A court order for spousal support.
- Child custody determinations
- Child visitation determinations.
- Complaints of alleged discourteous treatment by a local child support agency employee, unless such conduct resulted in a hearable action or inaction.

If you have any questions or need additional information, please contact:

By:

Enclosure: SH001